

COURSE CODE: MMPC-011
MASTER OF BUSINESS ADMINISTRATION
(MBAOL)
SOCIAL PROCESSES AND BEHAVIOURAL ISSUES

Total Marks-100 Weightage : 70%

Time Duration-180 Minutes

Note : Attempt questions from all Sections as instructed.

Section-I (Short Answer Type Questions) (5×4=20)

Note : Attempt any five of the following questions. Each question carries 4 marks.

- a) What is glass ceiling and how it can be overcome in organizations?
- b) Define organisational citizenship behaviour.
- c) What is emotional intelligence?
- d) What can an organization do to cope with stress?
- e) Explain third party negotiation.
- f) What are the different stages of group development.
- g) What kind of leadership style a manager needs to adopt to motivate employees?

Section-II (Medium Answer Type Questions) (5×10=50)

Note : Attempt any five of the following questions. Each question carries 10 marks.

- a) Describe and discuss the different factors affecting perception.
- b) What are the different ways of reinforcement in organizations? Explain.
- c) How do attitudes and values play an important role in organisations?
- d) Explain the impact of personality traits on organizational behaviour.
- e) Briefly explain the theories of classical movement.
- f) Briefly describe the approaches to the study of organisational behaviour.
- g) Explain Neo-human relations.

Section-III (Long Answer Type Questions) (2×15=30)

Note : Attempt any two of the following questions. Each question carries 15 marks.

- a) What is a learning organisation? Describe its characteristics and application in organisations.
- b) Discuss the importance of empowerment. What should be the management's role in empowerment and the pros and cons of empowerment?
- c) Is happiness objective or subjective? Discuss. Discuss the concept of spiritual intelligence at work place and how it's related to effective managerial leadership.